



## BORLAND CASE STUDY

### Boise Office Solutions

#### FAST FACTS

##### COMPANY

Boise Office Solutions is a premier multinational distributor of office and technology products, office furniture, and paper.

##### INDUSTRY

Office and technology products

##### GEOGRAPHY

U.S., Australia, New Zealand, Canada, Mexico, Europe

##### CHALLENGES

- Standardize e-commerce application development
- Create better design and code; reduce errors

##### SOLUTION

- Borland® Together® ControlCenter®

##### RESULTS

- Adopted design-driven approach
- Create better-quality software with fewer errors

#### BACKGROUND

Boise Office Solutions is a premier multinational distributor of office and technology products, office furniture, and paper, with annual sales totaling \$3.5 billion. Boise Office Solutions reached domestic e-commerce sales of approximately \$800 million in 2001. The company, headquartered in Itasca, Ill., has customers ranging in size from small organizations to multinational corporations. Boise Office Solutions has operations throughout the United States, Australia, New Zealand, Canada, and Mexico, and serves customers in Europe through a joint venture with Guilbert S.A. The company is recognized for its outstanding commitment to customer service and is the recipient of the inaugural CRM Excellence Award from Gartner Inc.

Boise Office Solutions is a wholly owned subsidiary of Boise Cascade Corporation (NYSE: BCC). Boise delivers office, building, and paper solutions that help customers manage productive offices and construct well-built homes — two of the most important activities in society. Boise's 24,000 employees help people work more efficiently, build more effectively, and create new ways to meet business challenges. Boise also provides constructive solutions for environmental conservation by managing natural resources for the benefit of future generations.

#### CHALLENGE

##### CREATE BETTER DESIGN AND CODE WHILE REDUCING ERRORS

Boise wanted to standardize on one solution to develop all of its e-commerce applications, which account for 27% of its business and generate \$2.5 million a day on the Web. The company's overall objectives were to create better design and code while reducing errors. Todd Simon is the manager of e-commerce at Boise, and led the evaluation process to find the right product to help his team meet its strategic objectives.

#### SOLUTION

"Together ControlCenter offers more than just an IDE," explains Simon. "It lets us take a design-driven approach to all of our development, helping us create better quality software with fewer errors."

Boise already had its own system lifecycle process, but it lacked Unified Modeling Language® (UML®) capabilities. The company began looking for a tool that could help facilitate UML designs and incorporate them into its lifecycle process. The main interest was in doing use cases and diagrams, as well as generating code and creating good design.

"By standardizing on Borland Together ControlCenter, any member of the e-commerce team can walk over to another developer's desk, jump right in, and work together on a project," says Simon. "Everyone uses the same tool, with the same look and feel."

In addition to the software itself, Boise purchased two and a half weeks of training from Borland Professional Services. Simon is impressed that the same consultant that worked with

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— TODD SIMON, MANAGER OF ECOMMERCE, BOISE OFFICE SOLUTIONS

his team throughout the sales process is also providing the training. This eliminates the need to re-educate another individual on the team's needs. The consultant has created a custom class specifically for Boise, to help gain value from Together ControlCenter immediately. Simon's team plans to do at least two more custom classes with that same consultant — including a workshop on audits and metrics.

While Boise has been using Together ControlCenter for only a few months, the company already sees tangible benefits.

“The audits and metrics, along with the refactorings, are pretty powerful tools. They have already helped us reduce errors before they ever made it to QA, where they could have become costly and time-consuming problems,” explains Simon.

The team also sees tremendous value in the reverse engineering capability of Together ControlCenter. It automatically improves the code while documenting the actions taken, helping keep the entire team informed. They also hope to improve Boise's overall system architecture using the Together ControlCenter design-driven approach.

### ABOUT BORLAND

Borland Software Corporation is the global leader in platform independent solutions for Software Delivery Optimization. The company provides the software and services that align the people, process, and technology required to maximize the business value of software.



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